

The Health Care Monitor

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TRICARE Northwest

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62nd Medical Group recognized for excellence 2001



2001 Best Company Grade Pharmacist in the Air Force

62nd Medical Group, 2001 Air Force Company Grade Pharmacist of the year (left- front row): **Capt. Jason Lennen** and **Air Mobility Command Pharmacy of the Year** (right- front row) **Capt. Kevin Wright** (left-right back row —) **SSgt Michelle Lefebvre** **SSgt Kelly Coleman**, **SMSgt (s) Robert Rineer**, **TSgt Ross Conklin**, **SSgt Sean Cannon**, (See story and more honorees page 2).

McChord staff honored by the installation

McChord AFB—Congratulations to the staff members and associates of the 62d Medical Group (MDG) honored by the installation, 62d Airlift Wing, with the following awards: - **SMSgt Jeanette Medina**, 62nd MDG Superintendent won **Senior NCO of the Year**- **SMSgt Richard Jette**, First Sgt. won **First Sergeant of the**

Year, - **Ms. Kim Kregness**, won **Spouse of the Year**; and Continuous Improvement Process Award - Medical Right Start Program. These awards exemplify the high quality of the people and programs of the 62d MDG and underscore their importance to the installation and local community.



Ms. Beverly J. Allan
Budget Analyst
62d Medical Group
**AMC Medical Resource Manager
of the Year for 2001**



SMSgt Debra Beasley
62d Medical Group
**AMC Managed Care/Patient
Administration Senior NCO
of the Year 2001**

Fred Coleman Award:

MCCHORD AIR FORCE BASE, WASH -- The Air Force Medical Service announces the winners of the annual U.S. Air Force Mobility Command medical service awards for 2001.

These awards recognize those individuals who have rendered outstanding support to their particular

medical specialty. Their contributions to the Air Force Medical Service through personal commitment, leadership, and innovative changes have led to increased mission effectiveness, enhanced customer satisfaction, and career field improvement.

Wright winner of three consecutive Air Force wide Fred Coleman awards continues to lead the field...

Story & Photos by:
Susie Stevens
**Office of the Lead Agent
Marketing**

MCCHORD AFB, WA— As a past winner of the Fred Coleman Award for US Air Force Company Grade Pharmacist of the Year, Capt. Kevin Wright, Diagnostics and Therapeutics Flight Commander, 62^d Medical Support Squadron definitely knows what it takes to be the best pharmacist in the Air Force. Now he's trained a team of the best pharmacists in his service. For the past 3 consecutive years, McChord pharmacists have won this award.

Jason J. Lennen, Pharmacy Element Chief, was the 2001 Air Force Com-

pany Grade Pharmacist of the Year. In addition, the entire staff won Pharmacy of the Year for Air Mobility Command (AMC). This group knows how to achieve excellence as a team and as individuals.

Lennen's achievements are rooted in his ability to excel in military education and leadership and by implementing innovative ideas to improve the provision of pharmacy services at the base. "I spend 50 percent of my time helping customers directly by dispensing medications and counseling beneficiaries. The rest of my time I interact with the provider staff and write reports," said Lennen. Lennen recently

earned his Master of Business Administration with a 4.0 (perfect) grade point average.

"The Air Force recognizes people who excel on and off duty", said Lennen. Besides excelling at work he is involved in the community by volunteering as a crew leader for the Paint Tacoma Beautiful Project and by volunteering his time to a variety of other organizations.

The McChord clinic recently completed a concurrent Joint Commission on the Accreditation of Healthcare Organizations inspection and Air Force Health Services Inspection (HSI). These auditors found the pharmacy to be in 100% compliance

with both civilian and military standards of care. Performance like this is part of what it takes to be competitive for the best Company Grade Pharmacist in the Air Force and best pharmacy in AMC.

The pharmacy was recognized with a best practice during the HSI inspection for Lennen's "Narcotic Oversight Program". The automated program screens patients for several criteria such as: how often does a person get prescriptions filled for controlled drugs, how many providers are giving a patient controlled drugs, what dose is a patient getting and will it adversely interact with other medications the patient is taking.

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This comprehensive program was recognized for excellence in quality patient care and for being the first to incorporate automation into screening for indicators of narcotic/drug abuse. Pharmacists are now better able to detect the early warning signs that a patient is at increased risk of drug abuse and the staff can take appropriate preventive measures to ensure patients are monitored according to their pharmaceutical needs.

Wright and Lennen are also involved in an innovative program outside of the pharmacy. Approximately 1 year ago the 62d Medical Group opened a Diabetes Clinic. Patients having difficulty controlling their diabetes are referred to the pharmacist by their primary care provider. The Diabetes Clinic has been extremely successful in helping patients control their disease and avoiding the long-term effects of diabetes. Wright attributes the success of this program to easy access to visit a pharmacist, tailoring the care to meet each patient's specific needs, and cooperation with other professionals within the clinic. Lennen and Wright share the credit for expanding the services and quality of care the pharmacy provides their TRICARE customers.

Lennen spends much of his time overseeing pharmacy operations and ensuring beneficiaries receive the most cost-effective treatment avail-

able. Together the pharmacists oversee a multi-million-dollar pharmaceutical budget and are charged with the responsibility of ensuring the government's healthcare dollars are well spent. Lennen is always looking for innovative ways to meet customer needs while reducing costs.

With an award-winning staff at his side, Lennen continues to enhance, streamline, and ensure cost-effective patient care.

Smokey Point pharmacy annex opens



Capt. Patrick Kelly, MSC, Executive Officer, Naval Hospital Bremerton; Capt. Daniel Squires, Commanding Officer, Naval Station Everett; and Al Taitingfong, Manager, Navy Exchange, Smokey Point, officially open the new pharmacy annex at the Smokey Point complex. The annex will be open for prescription refills held by active duty, their families and retirees. (Photo By: JO1 Stacy Moore)

Naval Station Everett Public Affairs

April 8 was more than a day of sunshine. A ribbon cutting ceremony was held at the Smokey Point Navy Exchange complex officially opening the Naval Hospital Bremerton pharmacy annex. The annex gives local retirees the opportunity to fill their prescriptions

through the Navy medical system, saving customers the cost of using local pharmacies.

"I've been retired for seven years," said Gale Kennedy, Fleet and Family Support Center transition counselor and retired chief petty officer. "Using this new pharmacy will reduce to nothing the amount we spend on prescriptions every month."

Active duty personnel, their family members and eligible retirees will be able to use the annex for all refills once the initial prescription has been filled at the waterfront clinic or a regional military medical facility.

"This opening is going to make life for us so much easier," said Sandra Jo Peery, wife of a retired

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CHAMPUS more than a name change since 1994—it's improving...



This is the second in a short series of articles detailing some milestones or improvements in the **TRICARE Program since 1994 when CHAMPUS became TRICARE:**

Program Improvements

– **Portability** – Originally, retirees who would “snowbird” in other areas of the country were discouraged from joining TRICARE Prime because they were only covered for emergency and urgent care for 90 days when out of the region. This was remedied by a portability benefit that allowed retirees to switch enrollment to another TRICARE region and then switch back again to the original region upon return.

Those who enrolled in TRICARE Prime originally had no facility to include their covered family members living in another TRICARE region. Those who had dual-households due to separation, divorce or college had to enroll

and pay enrollment fees separately. The portability benefit allowed these families to enroll as one family and pay a single enrollment fee, even when families were split between three locations.

Although TRICARE service standards were established for waiting and drive-times, it has not always been possible to refer patients to specialists within the hour driving standard. A travel benefit was established to provide reimbursement to beneficiaries who are required to drive for over 100 miles to obtain specialty care from a referred physician.

- **Remote units** – When TRICARE began, there was no coverage for Active duty service members or family members in remote locations, away from an MTF or Prime network. The Geographically Separated Unit demonstration was conducted in TRICARE Northwest and later exported to Regions one, two and five, which allowed for care of both AD and

ADFM's. All other TRICARE regions adopted a TRICARE Prime Remote Program as follow-on to the demonstration project that excluded family members. Congress authorized inclusion of ADFMs in TRICARE Prime Remote and they will be added to TPR this year as a result.

– **Pharmacy** – When the TRICARE Program was initiated, there was no available National Mail-Order Pharmacy. Later this feature was added to the TRICARE benefit.

Proposed co-payments for pharmacy were originally \$4 for ADFMs and \$8 for retirees and their families for a 30-day supply. This was changed to standardize the payment according to generic versus brand name prescriptions at \$3 and \$9, respectively.

(More highlights will be featured next month)...

Early enrollment for Long-Term Care Insurance

By Sgt. 1st Class Kathleen T. Rhem,
USA American Forces Press
Service

WASHINGTON, April 3, 2002 -- A period of early enrollment into the new Federal Long-Term Care Insurance Program is now open. Federal personnel managers estimate as many as 20 million people are eligible to use this new benefit. The federal Office of Personnel Management has contracted with John Hancock and MetLife insurance companies to provide this additional benefit for all federal employees, including military, and (military) retirees. The insurance program is designed to cover expenses associated with long-term care in a nursing home or in the beneficiary's home. Federal employees will be able to purchase the insurance for themselves, spouses, children and parents. Federal retirees are entitled to enroll only themselves and their spouses, according to information on the program's Internet home page at <http://www.opm.gov/insure/ltc>. "The Federal Long Term Care Insurance Program is an option that can pro-

tect us emotionally, financially and socially at a time when family members face unimagined challenges," OPM Director Kay Coles James said March 25. "With access to long-term care insurance, we can act responsibly by planning well in advance for future care costs, giving us more time to focus our love and attention on what's really important—family."

The early enrollment period began March 25 and

required to answer health-related questions, provide medical records or be interviewed personally to be eligible for the insurance. During early enrollment, pre-packaged policies can be purchased for three- or five-year periods, with daily benefits of \$100 or \$150. Individuals wishing greater flexibility can buy policies with daily benefits from \$50 to \$300. Additional plan options, including an unlimited benefit, will be available

month. After age 30, premiums will vary based on age, amount and length of coverage, the waiting period before benefits kick in and other factors, the release said.

Long-term care is not medical care but rather is designed to help people with chronic conditions to perform daily life functions, such as getting out of bed, dressing, eating and going to the bathroom. Care can be received in at home, a hospital, nursing home, assisted living facility, adult day care center or hospice.

Experts caution that since long-term care is not medical care, it isn't covered by many medical insurance plans, including Medicare and TRICARE. For full details, including premiums, packages, benefits, rules and how to enroll, visit the OPM Long-Term Care Insurance Web site at <http://www.opm.gov/insure/ltc/> or call the LTC toll-free number at 1-800-LTC-FEDS (1-800-582-3337) or TDD 1-800-843-3557.



runs until May 15. An initial six-month-long open enrollment season begins July 1. Officials stressed that the early enrollment period is designed to accommodate people who are familiar with long-term care insurance and know what coverage they wish to purchase.

Applicants may be re-

during the regular open enrollment, according to an OPM news release. For individuals between ages 18 and 30, premiums are \$8.40 per month for a policy that offers daily benefit of \$100 over three years and after a 90-day waiting period; the same policy with inflation protection starts at \$32 a



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senior chief. "We can do our shopping and get our prescriptions filled all at the same time."

The pharmacy annex is next to the dry cleaners in the Smokey Point exchange and commissary facility. The pharmacy is open from 9 a.m. to 4 p.m., Monday through Friday. More information is available by calling 1-800-422-1383 or (425) 304-4054.

Everett's new medical clinic opens May 30 with a Ribbon-Cutting ceremony. All TRICARE beneficiaries and TRICARE NW regional staff are invited to attend.

Special blood donors needed

By: Judith Robertson
Public Affairs Office
Naval Hospital Bremerton

**NAVAL HOSPITAL BREMER-
TON** -- The Armed Services Blood Bank Center at Madigan Army Medical Center is in desperate need of platelet donors. The ASBBC is the region's only military blood center. Although ASBBC brings regular blood drives to other military treatment facilities, because of special equip-

ment used in this collection, donors will need to go to MAMC. Transportation can be provided to MAMC by the Naval Hospital Bremerton lab if enough people sign up. Interested local donors should call HMC Maria Espejo at 475-4260.

Platelets are a special component of blood that helps patients with unique needs such as cancer and leukemia. Prospective donors must hold a valid Dept. of Defense

identification card and meet all of the same eligibility criteria as regular blood donors. The ASBBC would like to recruit donors who are willing to make a two-hour commitment to donate on a regular basis, approximately every two to three weeks. If you are interested in becoming one of these special blood donors, please call Mr. Marty Ricker at (253) 968-1903 or Ms. Judy Jackson at (253) 968-1907.



Naval Hospital Bremerton (NHB). Beginning April 15, Naval Hospital Bremerton will close its third-level pedestrian skybridge and the third-level entrance to the main building due to ongoing renovations. Patients and visitors will find that parking in the new three-level parking garage adjacent the Family Care Center to be the most convenient entrance to both the FCC and main hospital tower. All third-level parking will be designated for hospital staff beginning April 15. The project is expected to take five months. If you have any questions please call Bremerton's Public Affairs Office DSN: 494-4368.

**Bremerton Naval
Hospital News
Construction In
Progress: How to
reach your destination**